

ABC Sponsors Twenty-Second Annual College Conference

COLLEGE students from around the state gathered in Roanoke from Oct. 4-6 to discuss alcohol abuse on their campuses and attend ABC's 22nd Annual College Conference. Representatives from more than 20 colleges across the state attended. The aim of the conference is to educate students about the health and legal risks of underage and high-risk consumption of alcohol. The conference, which was held at the Hotel Roanoke and Convention Center, featured speakers from the ABC's Bureau of Law Enforcement, Blacksburg Police Department and Roanoke College. ABC's Board Member Esther H. Vassar presented opening remarks: "As students, educators

and community leaders, we do indeed have the ability to inspire change."

The 22nd Annual College Conference was planned by ABC's Education section in conjunction with the Virginia College Alcohol Leadership Council and was funded by a grant from the Virginia Department of Motor Vehicles. Each year the event seeks to provide a common ground for students, campus staff and faculty, community leaders, coalition members, community prevention professionals, campus and local law enforcement, counselors and campus alcohol and other drug coordinators by focusing on alcohol abuse prevention. ♦



(Left) Commissioner Vassar delivers opening comments. (Above) The theme of the 22nd Annual College Conference was "Mission: Possible."

ABC Board

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Virginia ABC

Virginia ABC is online at www.abc.virginia.gov.

Virginia ABC is . . .

- A public safety agency with law enforcement responsibilities
- A major source of revenue for the Commonwealth
- An efficient retail business
- A provider of educational and prevention programs
- An administrative hearing agency

An integral part of Virginia ABC's mission is to control the distribution of alcoholic beverages while providing excellent customer service.

Virginia ABC relies on its employees to achieve high standards of organizational excellence in achieving our mission. The agency is committed to providing a productive and safe work environment and ample opportunities for employee training and development.



Governor
Timothy M. Kaine



CHAIR View

ABC Environmental Stewardship

by Susan R. Swecker



An ancient Native American proverb says that we should "treat the Earth well: it was not given to you by your parents, it was loaned to you by your children. We do not inherit the Earth from ancestors, we borrow it from our children."

That quote got me thinking—and I hope it does the same for you. I was surprised to learn that up to 70 percent of the trash from ABC's Central Office is paper that can be recycled? By recycling one ton of this paper, we could save: 17 trees; 360 gallons of water; 3.3 cubic yards of landfill space; 100 gallons of gasoline; 60 pounds of air pollutants and 10,401 kilowatts of electricity.

ABC annually consumes over 18 tons of paper in the Central Office and ships over 1,400 tons of cardboard boxes from our warehouse each year; with that level of impact, we have an obligation to reduce our contribution to Virginia's waste stream!

The materials we recycle are reprocessed and turned in to new products. The new items are cheaper than those made with raw materials, and less energy used, thus reducing our country's dependency on foreign oil. By recycling, we are helping to preserve natural resources, protecting the environment for future generations and lowering the cost of products we already use.

Environmental Stewardship is also an important element of the Governor's Scorecard requirements for each state agency.

With these facts in mind, ABC strengthened the recycling program in the spring of 2007, by establishing an Environment Management Development Committee. The committee has been working hard to evaluate and implement the many ways in which our agency can decrease our energy usage, safeguard against improper disposal of hazardous materials and contribute less to the waste stream.

In addition to ongoing green efforts, such as recycling the roughly 45,000 wooden pallets annually at our warehouse facility, many important new initiatives have taken place over the last few months, among them:

- Agency wide, thermostat settings are now maintained at 70-72 degrees (winter) and 75 degrees (summer) during business hours and at 68 degrees when closed. With a large Central Office and 329 stores, this has the potential for huge energy consumption and utility bill savings.
- Each Central Office employee has been provided a desk-side recycling box for h/her individual use and one has been placed at each copy center. Larger boxes for cans and plastic bottles have been strategically placed in each division. With individual paper recycling containers at desks and can/bottle receptacles conveniently placed in each division, it is now easy for all Central Office employees to participate in the program.
- ABC Retail Stores have provided the largest single contribution to ABC's environmental efforts by doubling the amount of cardboard they are returning to the warehouse for recycling! This is a huge amount of cardboard removed from Virginia's waste stream. This important action is also resulting in reducing the size or eliminating the need for leasing dumpsters at retail store locations; producing positive impacts on ABC's budget.
- ABC warehouse operations is working with our recycling vendor to install a new bailer, which will soon allow ABC to recycle and bundle for sale the miles and miles of shrink-wrap used to secure boxes of product on pallets. Another item removed from Virginia's waste stream.

All of these agency efforts help ABC in fulfilling parts of our core mission of providing revenue for the Commonwealth and running an efficient retail business. We are doing our part to heed Governor Kaine's advice to come up with creative and effective ways to conserve our limited natural resources. While we have made a good start, I am confident much more can be done. We solicit your input and ideas. If you have a suggestion, please contact Jeff Painter at extension 4621.

In closing, thank you for all you do every day for ABC and for the Commonwealth of Virginia.

ABC Strives for Full Participation in the Commonwealth Virginia Campaign

THE Commonwealth Virginia Campaign (CVC), the employee-run workplace giving program for Virginia state employees, is a 10-week signature fundraiser in which employees pledge to give money to various non-profit organizations. The funds raised through the CVC Campaign directly support research, community programs, advocacy and services for over 1,700 local and statewide charities.

The CVC Campaign, which began in 1997, has raised over \$25 million to support charities ranging from local fire departments and emergency squads, organizations preventing cruelty to animals, the Susan G. Komen Breast Cancer Foundation, to the United in Caring Fund, a new charity established to support the people affected by the tragic events at Virginia Tech.

Employees can elect to pledge a donation to a charity or charities through a one-time contribution, or by selecting a certain portion to be automatically deducted through payroll. The 2007 CVC Coordinators who have graciously donated their time to help with the campaign are: Cathy Bersik, Racquel Boyd, Elaine Dillon, LaTisia Fowlkes, Bonnie Goldberg, Florence Hunt, Maria Jeter, Mike Morgan, Robert Scott and John Wszelaki.

This year, over nine businesses have donated gift certificates to be used in the weekly employee CVC pledge card drawing. The following restaurants and businesses donated a gift card for the 2007-08 CVC Campaign: Bottom's Up Pizza (\$25), Buzz and Ned's Real Barbecue (\$25), Famous Dave's Barbecue (\$30), Hooter's (\$75), Joy Garden (\$15), Kitchen 64 (\$50), Melting Pot (\$50), Puritan Cleaners (\$100) and Target (\$25).

Additionally, divisional directors and Board Members are donating their parking spots for one week to be used in weekly drawings. All employees who pledge will have their names posted on signs in ABC's Central Office and their names will also appear in the December edition of the *Inside Spirits*. Please note that pledge amounts will never be disclosed.



Mike Morgan of Financial Management Services, left, meets with representatives from Special Olympics Virginia during the CVC kickoff.

On Oct. 10, ABC hosted a CVC kickoff event where employees could purchase CVC casual day buttons, buy baked good made by employees and meet representatives from charities and browse information tables. Representatives from the March of Dimes, Susan G. Komen Breast Cancer Foundation, American Lunch Association, Children's Hospital of Richmond, Richmond SPCA, Central Virginia Food Bank, Special Olympics Virginia, Inc. and Hospital Hospitality House of Richmond generously donated their time to attend the kickoff event and educate ABC employees about their charities.

Board Director of this year's CVC Campaign, Pam Evans, is offering three Best in CVC trophies for the highest numbers in employee participation. Commissioner Evans will reward a division in the Central Office, a Store region and an Enforcement region for highest participation. Please note that the Public Affairs Division will not compete in this competition ♦

About *Inside Spirits*

The Public Affairs Division will produce the electronic *Inside Spirits* six times a year. Beth Straeten, public relations specialist, is the editor and Will Moore, graphic designer, is the designer. Linda Wine, public relations assistant, is the editorial assistant. Please submit story ideas and information about awards, media interviews or speaking engagements by e-mail to pubrel@abc.virginia.gov. For information about deadlines and what can be included in the "Notables" section, read below:

The *Inside Spirits* "Notables" section is a regular report of occasions when ABC employees have: been recognized with an award or election to a leadership position; obtained a grant; or gone on the road to deliver a presentation. All submissions should be received by the 15th of the month to be included in the following month's issue of *Inside Spirits*.

Selected Employees Must Comply with State and Local Government Conflict of Interest Act

THE *State and Local Government Conflict of Interest Act* reflects the Commonwealth's continuing commitment that the judgment of public officers and employees will not be compromised or affected by inappropriate conflicts between the personal economic interests and the official duties of Virginia's public servants.

The Act requires that approximately 25,000 Virginia governmental officers and employees disclose their financial interests each year. Information pertaining to real estate, business interests, gifts, travel, liabilities, directorships and other matters is subject to disclosure depending on the office or employment of the occupant.

The Act states that "each position which involves substantive responsibility for procurement, audit, investment, or other activities that could be subject to abuse or improper influence as a result of the personal economic interests of the officeholder or employee; or which involves substantive responsibility for inspection, investigation, licensure, or other regulation of the activities of private firms, organizations, or professions, must complete a Statement of Economic Interest form annually."

These disclosure statements are available for review by the public for a period of no less than five years. State officers and employees are further required to complete orientation courses wherein they are instructed in regards to conflict of interests.

Each year over 400 ABC employees are required to file a Statement of Economic Interest, including all ABC directors and store managers. Forms are scheduled to be e-mailed to each individual in early November. Additionally, all forms have been posted on the Intranet. Please pay close attention to the "Due By Date" and return the completed form promptly.

The Secretary of the Commonwealth has provided answers to Frequently Asked Questions (see inset box), regarding the Statement of Economic Interests: If you have any additional questions please contact your supervisor or Joan Stromberg at joan.stromberg@abc.virginia.gov. ♦

Frequently Asked Questions Regarding the Statement of Economic Interests

Question: What is the penalty for failure to file a Statement of Economic Interests form or wrongly filing the form?

Any person who does not file or who knowingly files the Statement of Economic Interests form inaccurately will be charged with a Class 1 Misdemeanor which is punishable by no more than 12 months in jail and a fine of no more than \$2,500. Any person who does not submit the form or knowingly files the form inaccurately may also be dismissed from employment.

Question: When filling out the Statement of Economic Interests form, whom do I consider my "immediate family"?

Immediate family means spouse, children who are still living at home and are dependents, or any other person living in your home who is dependent upon you and who received from you more than one-half of his or her financial support.

Question: When completing the Statement of Economic Interests form, what do I consider my "personal liabilities"?

Personal liabilities means money owed to a bank or one creditor for over \$10,000. This debt includes such things as student loans, and credit cards. This does not include such

things that can be taken away for non-payment, such as a car loan, or a mortgage on your home. For example, your house or car can be repossessed if you do not pay, however, if you have student loans, your education cannot be taken away from you, and you are personally liable to pay on these loans.

Question: When completing the Statement of Economic Interests form, what do I consider a "gift"?

All gifts over \$50 must be reported. A gift is considered any gratuity, hospitality, entertainment (including meals, transportation, and lodging) that was given to you by a business, government or individual other than a relative or close personal friend and for which you neither paid for nor provided services in exchange.

Question: When completing the Statement of Economic Interests form, whom do I consider a "close financial associate"?

A close financial associate includes any partner in a business, co-owner of a business or piece of land, or member of your immediate family. This does not include an individual who is receiving retirement benefits from a business or who may be representing a state governmental agency.



Store 184 employees (left to right) Ed Atkins, Jon Rohrer, Rhonda Trent, Giovanni Rojas, Gonjoe Winn and Denise Fauls are gearing up for the holiday season.

Investing in Education: ABC's Tuition Assistance Program Assists Employees with Career Growth

If you think completing a master's or bachelor's degree as a full-time student is a challenge, try doing it while working as a full-time employee.

Byron Porcher of the Policy, Analysis and Support Services is one of those employees who received a master's degree while working at ABC. Porcher received a master in business administration in September from Averett University. "I am more strategic now and have more of a foundation in theory," says Porcher. "Thanks to ABC's tuition assistance program (TAP) I have earned a degree that will help me in everything I do on the job," Porcher comments.

Porcher is one of the many employees who is enrolled in the agency's tuition assistance program. "The Tuition Assistance Program reflects the agency's commitment to promoting a learning culture that strives to retain and recruit an educated workforce equipped to meet future business needs," says Ronnie Williams, training and development manager and TAP Coordinator. "We are seeing a trend of more employees going back to school," says Williams.

Tuition assistance may be available for approved undergraduate and graduate

courses, related to an employee's job responsibility, at accredited institutions. Assistance is limited to tuition only and excludes expenses for books and other materials. Employees are eligible to submit a training request for tuition assistance after completing six months of classified employment with ABC. All employees enrolled in TAP must sign a tenure agreement which states that an employee who separates from the agency within six months of the course end date must repay course tuition costs incurred by the agency. In order to receive reimbursement, employees must achieve a grade of "C" or higher for an undergraduate course or "B" or higher for a graduate course. Since advanced payment by ABC is not permitted for courses, employees must submit transcripts and evidence of tuition payment to the Training Division after completing the course.

Funding for TAP is based on annual budget allocations and may vary from year to year. Reimbursement is limited to a maximum of \$2,500 for undergraduate courses and \$3,500 for graduate courses per fiscal year per employee. ♦



Byron Porcher received an MBA in September.



HEALTH TIPS

Caregivers for Older Adults Can Identify Alcohol Problems

If you are the adult child, friend, acquaintance or caregiver of an older American, it is important to be aware of the following signs and symptoms that may indicate the older adult has a problem with alcohol. These indicators may often be difficult to detect or misinterpreted because they may resemble signs of aging, dementia or depression, when in fact the person may drink too much alcohol or mix alcohol with his or her prescriptions and over-the-counter medications. Take these signs and symptoms into consideration when identifying an alcohol problem in older adults.

Signs and Symptoms (Physical):

Changes in appearance or neglecting personal hygiene
Yellowish or unhealthy looking skin
Yellow or bloodshot eyes
Swelling
Losing weight
Frequent headaches
Excessive fatigue
Frequent and unexplained injuries

Signs and Symptoms (Behavior):

Confusion	Forgetfulness
Memory Loss	Isolation
Mood Swings	Depression

If you are an adult child, friend or acquaintance of an older adult in need of help with this issue, you can help this person in several ways:

- Face the problem.
- Be direct with the individual.
- Be supportive.
- Offer encouragement and praise.
- Guide them to the appropriate resources for assistance.

—Regina Whitsett



Education

- Esther H. Vassar, commissioner, was quoted in an Oct. 3 article in the *Roanoke Times* about ABC's 22nd Annual College Conference.
- Marisa Harris, education coordinator, was interviewed on Oct. 5 in a television feature on WSET-TV ABC 13 in Roanoke about ABC's 22nd Annual College Conference.
- Frank Monahan, director of enforcement and Esther Vassar, commissioner, appeared at the "We Don't Serve Teens" news conference on WVBT Fox News in Norfolk on Sept. 19.

Enforcement

- The *Richmond Times-Dispatch* announced that ABC's Bureau of Law Enforcement assisted in arresting seven Hampden-Sydney students on federal drug distribution charges after a months-long investigation on Oct. 14.
- The Oct. 12 issue of the *Free Lance-Star* noted that the Virginia Department of Alcoholic Beverage Control administers the state's tobacco compliance checks and that the ABC runs a program called Underage Buyer for its tobacco and alcohol compliance programs.
- The Hampton Enforcement Regional Office was noted in the Sept. 22 article in the *Daily Press* for an investigation of the Royal Suite.
- The Alexandria Enforcement Regional Office was noted in the Sept. 13 article in the *Washington Post* for administering a successful Sticker Shock Campaign.
- The Roanoke Enforcement Regional Office was mentioned in a Sept. 11 article in the *Collegiate Times* for investigating for public safety concerns during football games at Virginia Tech.

Tax Management

- Jean Smith, Tax Management, was quoted in a Sept. 16 article in the *Washington Post* about a Virginia law allowing overseas travelers of legal drinking age to bring back a gallon of alcohol for personal use.

Notables

On the Road

- Robert Simmons, special agent, Joyce Sutton-Reed, special agent, and Misty Waytes, special agent, gave presentations to participants in the Responsible Sellers and Servers: Virginia's Program (RSVP) in Chesapeake on Sept. 4, 5 and 6.
- Brent Weaver, special agent, represented ABC at National Night Out held at the Colonial Mall in Staunton on Aug. 5 and participated in a public safety fair at the Virginia School for the Deaf and Blind in Staunton on Sept. 6.
- Steve Lindsey, special agent, conducted training on ABC laws and regulations at an Inter-fraternity Council meeting at Longwood University on Sept. 6.
- Joe Johnson, assistant special agent in charge, and Joe Cannon, special agent in charge represented ABC at a press conference on Sept. 19 in Norfolk.
- John Hughes, special agent, gave a presentation to members of the Institute of Management Accounts about restaurant fraud detection and prosecution on Sept. 12.
- Danny Blye, special agent, gave a presentation to retreat members of the Harrisonburg/Rockingham County Community Coalition.
- Raquel Boyd, administrative staff assistant, Joan Stromberg, administrative staff assistant, and Linda Wine, public relations assistant represented ABC at the 20th Anniversary of the Virginia Administrative Staff Association (VASA) Conference on Sept. 19–21. Stromberg and Wine presented information about ABC to VASA members.
- Esther H. Vassar, commissioner, gave the introduction for John Marshall, secretary of public safety, at the 2007 VASA conference in Sept.
- Joe Cannon, special agent in charge, gave a presentation to students attending Virginia State University during a 2007 Soberfest on Sept. 28.
- Curtis Coleburn, chief operating officer, Pamela O'Berry Evans, board member, Jeff Painter, legislative and regulatory coordinator, Susan R. Swecker, board chair, and Esther H. Vassar, board member, represented

ABC at the Spirit of Mount Vernon Heritage Evening on Oct. 3.

- Esther Vassar, commissioner, gave a welcome address titled "Inspiring Change" at the 22nd Annual College Conference in Roanoke on Oct. 5.
- Pamela O'Berry Evans, commissioner, represented ABC at the "Make the Right Choice" to prevent drunk driving and underage drinking event in Charlottesville on Oct. 10.
- Bob Brooks, special agent in charge, served as the guest speaker at the Virginia Association of Assessing Officers' annual conference in Williamsburg on Oct. 10.
- Esther H. Vassar, commissioner, represented ABC at the "Make the Right Choice" to prevent drunk driving and underage drinking even in Charlottesville on Oct. 11.

Grants/Awards

- ABC's Employee Association was presented with two letters recognizing ABC employee contributions to the Hokie Spirit Memorial Fun for Virginia Tech and for contributions to the United in Caring Fund.
- Dennis Gilliam, store 344 manager, presented a customer with an Early Times award of \$1,000 for winning the fishing contests sponsored by Associated Distributors.
- The Bureau of Law Enforcement presented an ABC award grant of \$4,987 to the Northampton County Sheriff's Department on Sept. 14.
- George Sewell, special agent, presented an ABC award grant of \$5,000 to the Wythe County Sheriff's Department on Sept. 25.
- ABC Enforcer Softball team members: JC Alley, Paul Cordle, Robin Fox, Steve Hammond, Robert Jackson, Anthony Jimenez, Beth Lane, Retha McCargo, Frank Monahan, Tina Robinson, Robert Shires, David Walker, Robert Walton and Craig Vanderland became the 2007 "B" League Champions on Sept. 27 after defeating the Virginia Department of Transportation 13–2 in the final game. ♦

Names in the News

NEW HIRES

Biru, Yebalewori Z.
Retail Specialist II
Store 109, Rosslyn

Blankenship, Pamela
Retail Specialist II
Store 135, Marion

Bragg, David L.
Law Enforcement Officer
Enforcement, Richmond

Branch, Jeremy E.
Law Enforcement Officer
Enforcement, Richmond

Chenault, Cynthia G.
Retail Specialist II
Store 314, Richmond

Cheney, Michael R.
Retail Specialist II
Store 190, Chesterfield

Corcelius, Lena C.
Law Enforcement Officer
Enforcement, Roanoke

Czajka, Lisa Q.
Retail Specialist II
Store 366, Richmond

Dean, Frankie J.
Retail Manager I
Store 137, Norton

Edwards, Wynter
Law Enforcement Officer
Enforcement, Hampton

Evans, Michele
Auditor II
Internal Audit

Fetterman, James E.
Law Enforcement Officer
Enforcement, Staunton

Fountain, Laurie L.
Retail Specialist II
Store 183, Stafford

Gaby, Corine N.
Retail Specialist II
Store 062, Fredericksburg

Gentry, Kristi D.
Retail Specialist II
Store 194, St. Paul

Graham, Scott A.
Retail Specialist II
Store 327, Blacksburg

Harris, Jeffrey A.
Law Enforcement Officer
Enforcement, Hampton

Holman, Demetria B.
Retail Specialist II
Store 348, Richmond

Johnson, Tiffany S.
Law Enforcement Officer
Enforcement, Roanoke

Kapoor, Anil
Retail Specialist II
Store 241, Fairfax

Leta-Leroux, Maria
Law Enforcement Officer
Enforcement, Chesapeake

Lincoln, Davis W., Jr.
Law Enforcement Officer
Enforcement, Staunton

Moses, Willie M., Jr.
Administrative Office
Specialist III
Enforcement, Richmond

Mulligan, Alice L.
Retail Specialist II
Store 344, Onley

Outlaw, Jeffrey J.
Trades Technician III
Property Management

Painter, Jeffrey L.
Policy & Planning Specialist III
Board Office

Scott, David C.
Law Enforcement Officer
Enforcement, Roanoke

Singh, Harinder
Retail Specialist II
Store 295, Manassas

Smith Robert R.
Retail Specialist II
Store 295, Manassas

Spradlin, Dennis R.
Retail Manager I
Store 234, Burke

Swan, Robert B.
Law Enforcement Officer
Enforcement, Hampton

Trent, Pamela W.
Retail Specialist II
Store 287, Lynchburg

Weidl, Saverio J.
Law Enforcement Officer
Enforcement, Alexandria

PROMOTIONS

Atkins, Steven L.
Trades Technician IV
Property Management

Brown, Shelia M.
Retail Manager III
Wholesale/Retail Operations,
Richmond

Feathers, Jeanne L.
Retail Manager II
Store 261, Winchester

Johnson, Frances G.
Retail Manager II
Store 335, Williamsburg

Lloyd, George T.
Trades Technician IV
Property Management

Srozinski, Chanel F.
Retail Manager II
Store 101, Richmond

RETIREMENTS

Butler, Robert L.
Admin. Office Specialist III,
Enforcement, Richmond
Retired 8/1/07, 10 yrs of service

Dunn, Jerry L.
Retail Specialist II, Store 352,
Newport News
Retired 8/1/07, 29 yrs of service

Wilkerson, Kermit L.
Retail Specialist II, Store 270,
Richmond
Retired 7/1/07, 5 yrs of service

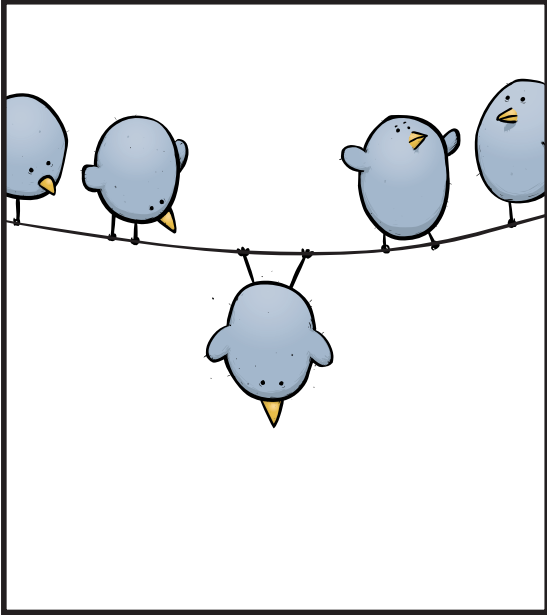


Brent Weaver, special agent, stands by a display table he created for a National Night Out presentation at the Staunton Mall.



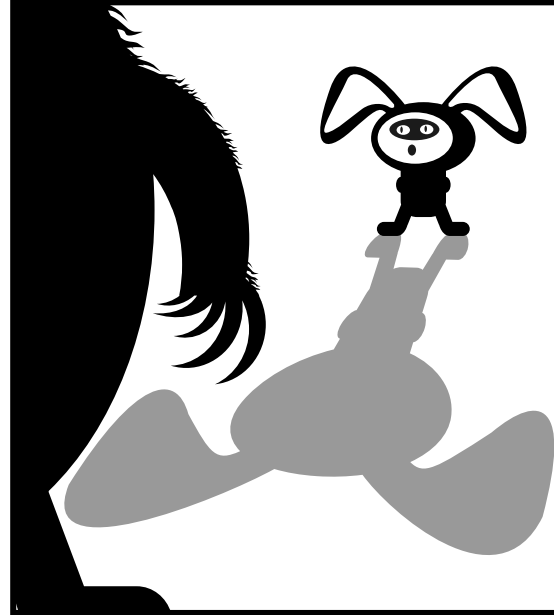
Director of Enforcement Frank Monahan speaks after Commissioner Esther Vassar, right, at a news conference in Norfolk on Sept. 19.

CARTOON *Caption* CONTEST



This Cartoon Needs a Caption

Each issue there will be a cartoon in need of a caption. Please submit your caption by e-mailing beth.straeten@abc.virginia.gov by November 15, 2007. Three finalists will be chosen and their captions will appear in the following issue of the *Inside Spirits*. Please note, captions must be 25 words or less.



Winning Captions

"Now I know how David felt when he met Goliath" (Scott Dwinelle)

"Are you going to use those claws to greet me or eat me?" (Alan Mercer)

"What did you have in mind for lunch today?" (Bobby Lockhart)



Technology Tip

Ease Frustration from Computer Applications

ABC employees must rely on the computer and the Internet more and more each day to conduct business. As ABC pursues effective use of these computer applications, business will continue to become more complicated because applications must be used in a particular way or the applications will not function correctly. Education and experience offset this complexity to some extent, but the bottom line is summed up by a very old adage, "Garbage in, garbage out," or, as someone once pointed out to me, "The problem may be occurring between the chair and the keyboard."

This means that we must go the extra mile to learn the correct processes in order to access and enable these applications. While using

these applications can be frustrating at times, learning how to use them is the best alternative we have. Let's face it; computers and software applications are here to stay.

Here are some tips to help ease the frustration and allows you to have a more positive experience with these Web-based applications.

1. Read the instructions and documentation carefully and refer to them often. Some applications involve numerous steps that must be completed in the correct sequence. Knowing them can prevent most errors.
2. Make sure your cursor is in the correct spot. If you try to enter data into a field

and it doesn't appear, check your cursor location. It might be in the wrong place.

3. Make sure you enter the correct Internet address for your destination.
4. Ensure that you type in Login IDs and passwords correctly so that you are not locked out of the application you need to conduct ABC business.
5. Use the Save and Close buttons located within the applications, rather than just using the 'x' at the top-right hand of screen to close the application.

If in doubt, contact the Help Desk.

—Jim Rappe